



Board Report

File #: 2021-0164, **File Type:** Contract

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 2021

SUBJECT: GRAFFITI ABATEMENT SERVICES

ACTION: APPROVE CONTRACT AWARD FOR REGIONS 1 THROUGH 3

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788330008370, for Metro's Regions 1, 2 and 3 combined, to Woods Maintenance Services, Inc., to provide graffiti abatement services. The contract not-to-exceed amount is \$8,920,800 for the three-year base, and \$6,143,040 for the one, two-year option, for a combined not-to-exceed amount of \$15,063,840, effective July 1, 2021, subject to resolution of protests(s), if any.

ISSUE

The existing four (4) contracts to maintain Metro's Regions 1 through 4 providing combined services per region for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services, will expire on June 30, 2021.

To ensure continuity of maintenance services, new contract awards are required effective July 1, 2021. Under this new contract, graffiti abatement will be performed collectively throughout Metro's service area restructured and split geographically into Regions 1, 2 and 3. Separate contract award recommendations are in progress to provide landscape and irrigation maintenance and trash and overgrown vegetation removal services, respectively.

BACKGROUND

On September 17, 2015, Metro Board of Directors awarded four (4) contracts for Regions 1 through 4, to maintain Metro's service area split geographically into four (4) regions. Each contract provides combined services for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services.

Maintenance contracts are continuously reviewed and evaluated, exploring opportunities for competition, small business participation, and taking into consideration Metro's rapidly expanding system. Under this new contract, Metro's service area has been restructured and split into three (3) geographical regions and graffiti abatement services will be provided under a separate contract, replacing the existing combined services contract. These actions are critical to Metro's operations to

ensure streamlining processes, improving service efficiency and cost effectiveness.

DISCUSSION

Under this new contract for Regions 1, 2 and 3 combined, the contractor is required to provide graffiti abatement services five days a week using various methods and techniques. All graffiti tags must be removed within 48 hours and upon securing access to Metro's restricted areas, in accordance with Metro's safety requirements.

Regular graffiti abatement service for Metro facilities is essential to ensure maintaining a safe, clean, and pleasant environment for our patrons. This service will continue our long-standing practice of zero tolerance for graffiti system-wide, enhance customer experience and improve Metro facilities overall conditions while mitigating criminal activities.

The Diversity and Economic Opportunity Department (DEOD) established a 24% SBE goal and a 3% DVBE goal for each of the three (3) regions. Woods Maintenance Services, Inc. made a 24% SBE and a 3% DVBE commitment for Regions 1, 2, and 3.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the continuity of maintenance services, meeting Metro maintenance standards while providing a proactive approach to maintenance needs and ensuring delivery of safe, clean, on-time and reliable services system-wide.

FINANCIAL IMPACT

Subject to Board approval of the FY22 Budget, funding of \$2,816,640 is to be allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center Manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The preliminary source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

Implementation of Strategic Plan Goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing regular graffiti abatement services will ensure infrastructures are free of graffiti and vandalism, improve facilities' safety, cleanliness, and overall conditions, and enhance customer experience.

ALTERNATIVES CONSIDERED

Staff considered providing this service through in-house staff; however, this would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

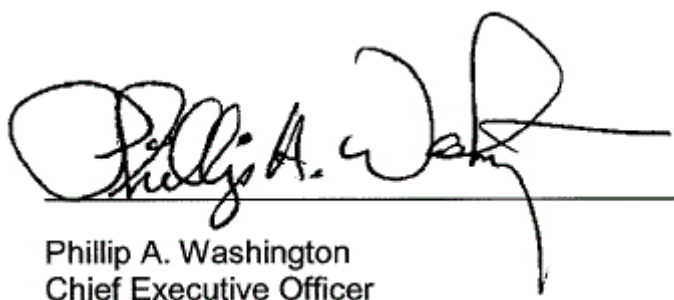
Upon approval by the Board, staff will execute Contract No. OP1788330008370 for Regions 1, 2 and 3 combined, with Woods Maintenance Services, Inc., to provide the necessary graffiti abatement services system-wide effective July 1, 2021.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Three (3) Regions' Maps

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering, (213) 922-3227
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

**GRAFFITI ABATEMENT SERVICES FOR BUS AND RAIL FACILITIES /
OP1788330008370**

1.	Contract Number: OP1788330008370	
2.	Recommended Vendor: Woods Maintenance Services, Inc.	
3.	Type of Procurement (check one): RFP IFB IFB-A&E Non-Competitive Modification Task Order	
4.	Procurement Dates:	
	A. Issued: October 28, 2020	
	B. Advertised/Publicized: October 25, 2020	
	C. Pre-proposal/Pre-Bid Conference: November 4, 2020	
	D. Proposals/Bids Due: December 17, 2020	
	E. Pre-Qualification Completed: submitted on March 23, 2021	
	F. Conflict of Interest Form Submitted to Ethics: March 11, 2021	
	G. Protest Period End Date: May 15, 2021	
5.	Solicitations Picked up/Downloaded: 30	Proposals Received: Region 1: 3 proposals Region 2: 3 proposals Region 3: 3 proposals
6.	Contract Administrator: Rommel Hilario	Telephone Number: (213) 922-4654
7.	Project Manager: Maral Minasian	Telephone Number: (213) 922-6762

A. Procurement Background

This Board Action is to approve the award of firm fixed unit rate Contract No. OP1788330008370 to Woods Maintenance Services, Inc. (Woods) for Regions 1, 2, and 3, for graffiti abatement services throughout Metro facilities, buildings, railroad system infrastructure, and Caltrans Park & Ride Lots effective July 1, 2021. Board approval of contract awards are subject to resolution of any properly submitted protest(s).

This procurement was a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. To better coordinate graffiti abatement services and maximize efficiencies, the Scope of Services was divided into three (3) geographical regions. Proposers were allowed to propose on one or multiple regions for a maximum of three (3) regions. Each geographical region was assigned a 27% goal, inclusive of a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal

On October 28, 2020, Request for Proposals (RFP) No. OP67689-2 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rates.

Prior to the release of the RFP, an informational meeting was held at Metro Headquarters on December 19, 2019, to encourage potential proposers, including community-based organizations (CBOs), to participate in this procurement and help increase the competitive base. This action was intended to expand opportunities for small business participation while maintaining service efficiency and continuity. There were thirty-three (33) participants representing twenty-six (26) firms that attended the outreach event.

Two amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on November 6, 2020, provided pre-proposal conference materials including sign-in sheets, plan holder's list, and prevailing wage information;
- Amendment No. 2 issued on December 2, 2020, extended the proposal due date and revised the minimum qualifications and evaluation criteria.

A virtual pre-proposal conference was held on November 4, 2020. There were three questions received and responses were provided prior to the proposal due date.

On December 17, 2020, nine proposals were received and deemed responsive from the three firms listed below, by region, in alphabetical order:

REGION 1

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

REGION 2

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

REGION 3

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

B. Evaluation of Proposals/Bids

A Proposal Evaluation Team (PET) consisting of staff from Metro's Maintenance and Engineering, and Bus/Rail Operations Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- | | |
|--|-----------|
| • Qualifications of the Firm/Team | 15 points |
| • Qualifications and Experience of Key Personnel | 20 points |
| • Management Plan/Approach | 35 points |
| • Cost Proposal | 30 points |

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements. Several factors were considered when developing these weights, giving the greatest importance to management plan/approach.

On February 12, 2021, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the nine (9) responsive proposals to initiate the evaluation phase. Evaluations were conducted from February 12, 2021 through February 25, 2021.

On February 25, 2021, the PET reconvened and determined that all nine proposals received from the three firms listed below were all in the competitive range:

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

Qualifications Summary of Firms Within the Competitive Range:

Parkwood Landscape Maintenance, Inc.

Parkwood Landscape Maintenance, Inc. (Parkwood), located in Van Nuys, CA has provided professional landscape services in the Los Angeles area for over 48 years. Parkwood currently has contracts with the City of Palmdale, City of Los Angeles, City of Moorpark and Port of Long Beach. Parkwood currently employs over 200 full time employees. Parkwood possesses and maintains all necessary licensing and permits to perform their services.

Urban Graffiti Enterprises, Inc.

Urban Graffiti Enterprises, Inc. (Urban Graffiti) was founded in 1990 and incorporated in May of 2000. Currently, the firm services approximately 15 municipalities including contracts in Los Angeles County, Orange County and San Bernardino County unincorporated communities, and all of the Los Angeles County flood control rivers, channels and support facilities. In addition, Urban Graffiti also services numerous entities in the private sector. Urban Graffiti is a Metro certified Small Business Enterprise (SBE).

Woods Maintenance Services, Inc.

Woods Maintenance Services, Inc. (Woods) has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm started as a janitorial maintenance contractor in 1975 under the name of D & B Maintenance, Inc. Graffiti Control Systems was added for graffiti abatement services as a new division in 1980. Woods began to provide landscape and irrigation maintenance services in early 1990, and became a prime contractor in these services, employing subcontractors in 2007. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

Firms were requested to submit a Best and Final Offer (BAFO). The following is a summary of the PET scores:

REGION 1

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Woods Maintenance Services, Inc.				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	93.86	30.00%	28.16	
7	Total		100.00%	97.56	1
8	Parkwood Landscape Maintenance, Inc.				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	Total		100.00%	96.43	2
14	Urban Graffiti Enterprises, Inc.				

15	Qualifications of the Firm/Team	81.33	15.00%	12.20	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	
18	Cost Proposal	99.43	30.00%	29.83	
19	Total		100.00%	87.67	3

REGION 2

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Wood Maintenance Services, Inc.				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	94.16	30.00%	28.25	
7	Total		100.00%	97.65	1
8	Parkwood Landscape Maintenance, Inc.				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	Total		100.00%	96.43	2
14	Urban Graffiti Enterprises, Inc.				
15	Qualifications of the Firm/Team	85.33	15.00%	12.80	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	

18	Cost Proposal	99.40	30.00%	29.82	
19	Total		100.00%	88.26	3

REGION 3

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Wood Maintenance Services, Inc.				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	94.00	30.00%	28.20	
7	Total		100.00%	97.60	
8	Parkwood Landscape Maintenance,				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	Total		100.00%	96.43	2
14	Urban Graffiti Enterprises, Inc.				
15	Qualifications of the Firm/Team	85.33	15.00%	12.80	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	
18	Cost Proposal	99.40	30.00%	29.82	
19	Total		100.00%	88.26	3

C. Price Analysis

Since Woods Maintenance Services, Inc. (Woods) was the highest ranked proposer in all 3 Regions, Metro negotiated one contract price. As a result of negotiations, the firm agreed to a \$401,040 reduction, or a 3% decrease, to its BAFO for a five-year not-to-exceed (NTE) price of \$15,063,840.

REGION #1

The recommended price has been determined to be fair and reasonable based on adequate price competition including an independent cost estimate (ICE), price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	Proposer Name	Proposal Amount	Metro ICE	NTE amount
1.	Woods Maintenance	\$3,727,260	\$4,255,200	\$3,629,880
2.	Parkwood Landscape Maintenance, Inc.	\$3,499,440		
3.	Urban Graffiti Enterprises, Inc.	\$3,519,360		

REGION #2

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	Proposer Name	Proposal Amount	Metro ICE	NTE amount
1.	Woods Maintenance Services, Inc.	\$5,086,080	\$5,799,000	\$4,955,050
2.	Parkwood Landscape Maintenance, Inc.	\$4,789,680		
3.	Urban Graffiti Enterprises, Inc.	\$4,817,280		

REGION #3

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	Proposer Name	Proposal Amount	Metro ICE	NTE amount
1.	Woods Maintenance Services, Inc.	\$6,651,540	\$7,589,400	\$6,478,920
2.	Parkwood Landscape Maintenance, Inc.	\$6,254,160		
3.	Urban Graffiti Enterprises, Inc.	\$6,289,920		

D. Background on Recommended Contractor

Woods Maintenance Services, Inc.

Woods has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

DEOD SUMMARY

**GRAFFITI ABATEMENT SERVICES FOR BUS AND RAIL FACILITIES /
OP1788330008370**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Woods Maintenance Services, Inc. made a 24% SBE and 3% DVBE commitment for each of the regions.

Region 1, Region 2, and Region 3

Small Business Goal	24% SBE 3% DVBE	Small Business Commitment	24% SBE 3% DVBE
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	SBE Subcontractor	% Committed
1.	Bread & Water, LLC	24%
	Total SBE Commitment	24%

	DVBE Subcontractor	% Committed
1.	IECLT, Inc.	3%
	Total DVBE Commitment	3%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

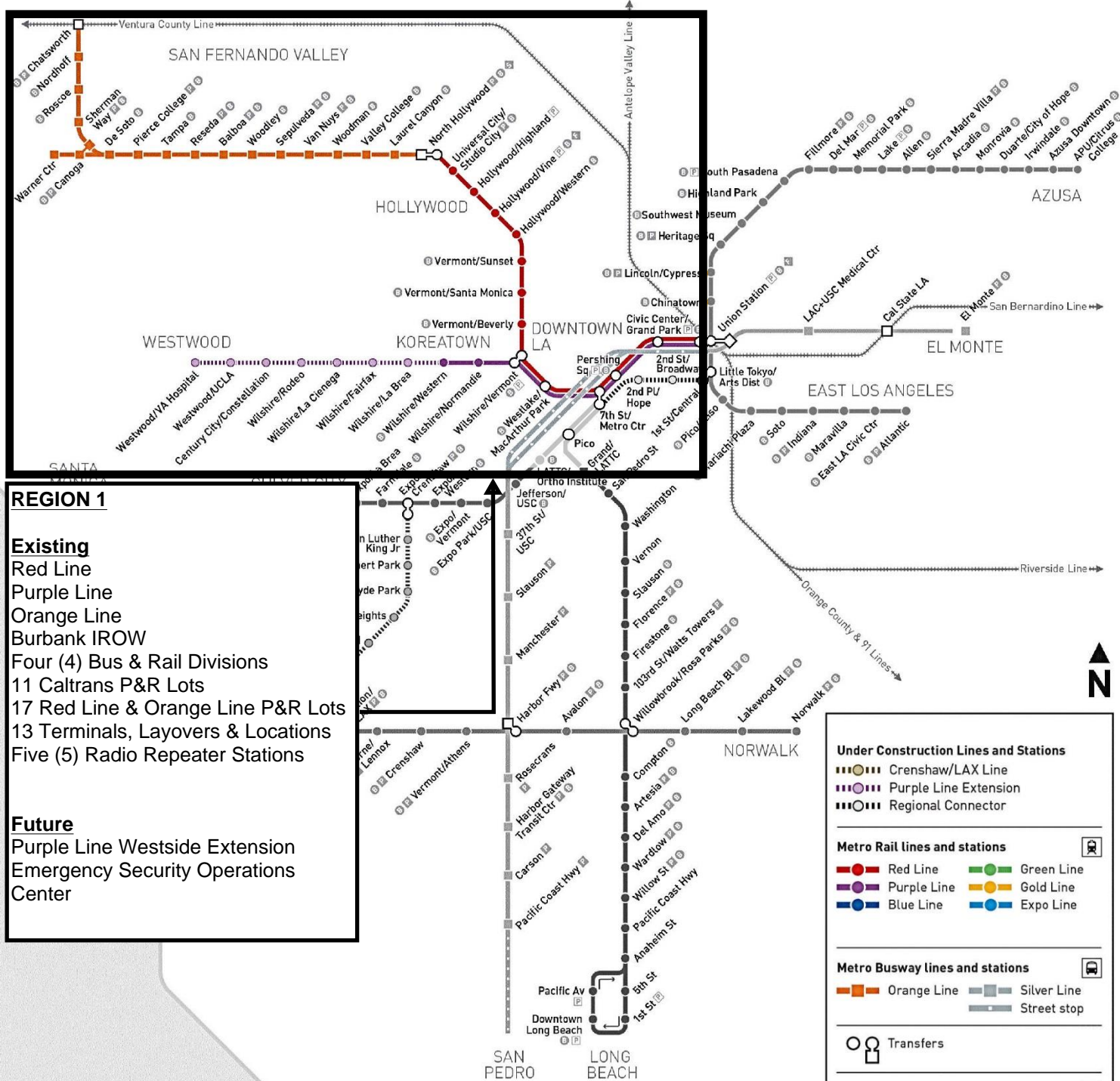
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

GRAFFITI ABATEMENT SERVICES

REGION 1

metro.net

Go Metro



Metro

MAR 2016

Subject to Change

15-1745 ©2016 LACMTA



Metro

MAR 2016

Subject to Change

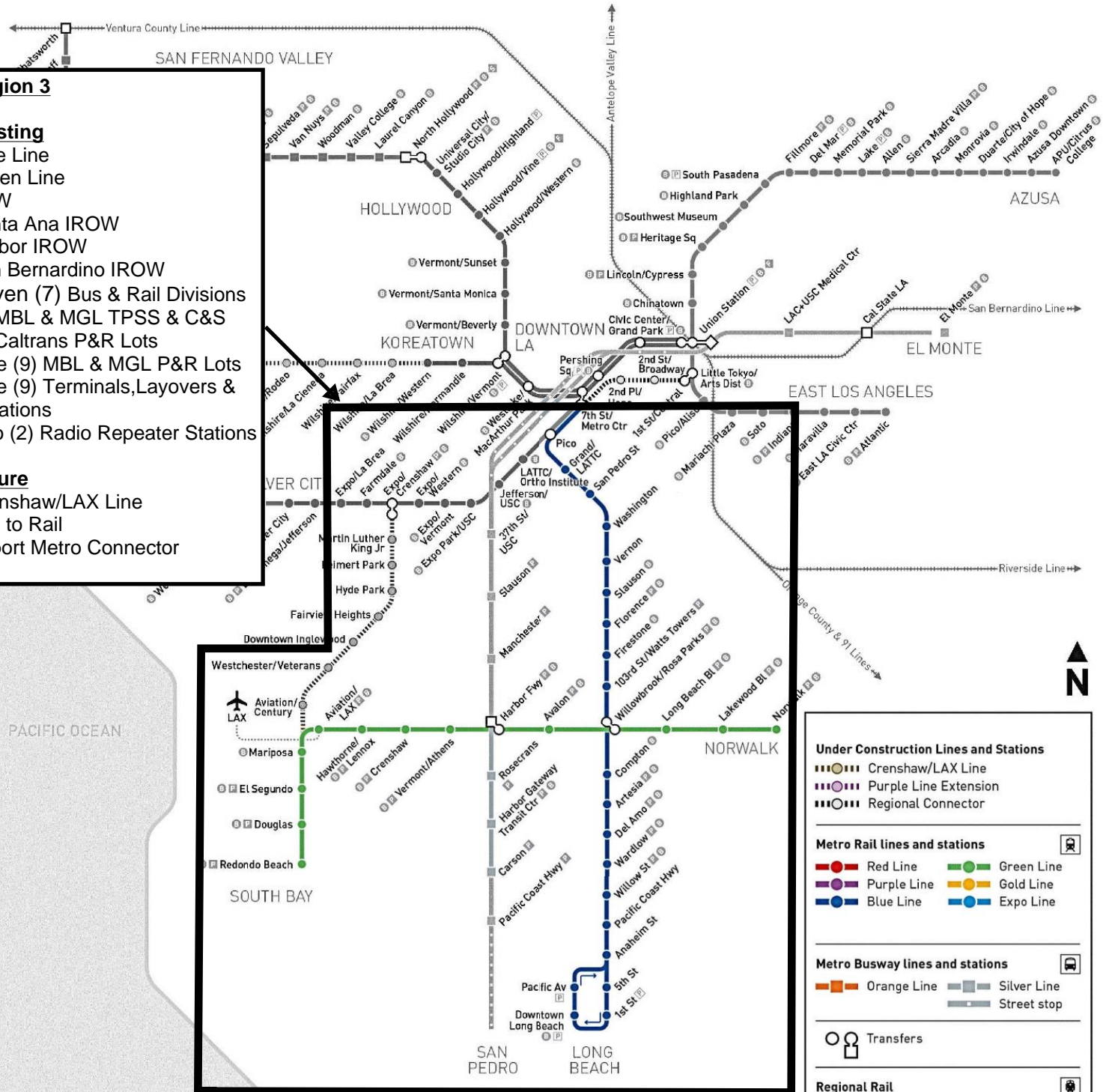
Region 3

Existing

Blue Line
Green Line
HTW
Santa Ana IROW
Harbor IROW
San Bernardino IROW
Seven (7) Bus & Rail Divisions
45 MBL & MGL TPSS & C&S
19 Caltrans P&R Lots
Nine (9) MBL & MGL P&R Lots
Nine (9) Terminals, Layovers & Locations
Two (2) Radio Repeater Stations

Future

Crenshaw/LAX Line
Rail to Rail
Airport Metro Connector



Under Construction Lines and Stations

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

Metro Rail lines and stations

- Red Line
- Green Line
- Purple Line
- Gold Line
- Blue Line
- Expo Line

Metro Busway lines and stations

- Orange Line
- Silver Line
- Street stop

Transfers

Regional Rail

- Metrolink & Amtrak

Airport Shuttle

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

Parking

- Free
- Paid
- Bike

MAR 2016

Subject to Change



Metro

Items 25, 26 & 27

Approve Contract Awards Regions 1 Through 3

Item 25: Trash & Overgrown Vegetation Removal

Item 26: Landscape & Irrigation Maintenance

Item 27: Graffiti Abatement

Existing & New Improved Maintenance Contracts

Existing 4 Regions, Combined Services Contracts

- On September 17, 2015, Metro Board of Directors awarded **four (4) contracts**, one per region:
 - ✓ **Regions 1 & 3:** Woods Maintenance Services, Inc. (Woods)
 - ✓ **Regions 2 & 4:** Parkwood Landscape Maintenance, Inc. (Parkwood)
- Graffiti Abatement, landscape & irrigation maintenance and trash & overgrown vegetation removal **services are combined under one contract per region**
- The existing four (4) regions contracts expire on June 30, 2021
- **Woods, Parkwood and their subcontractors are in good standing with Metro's established SBE & DVBE goals**

New 3 Regions, Service Specific Contracts

- Metro's service area has been restructured and split into **three (3) regions**
- Maintenance to be provided through **service specific contracts**

Existing & New Improved Maintenance Contracts

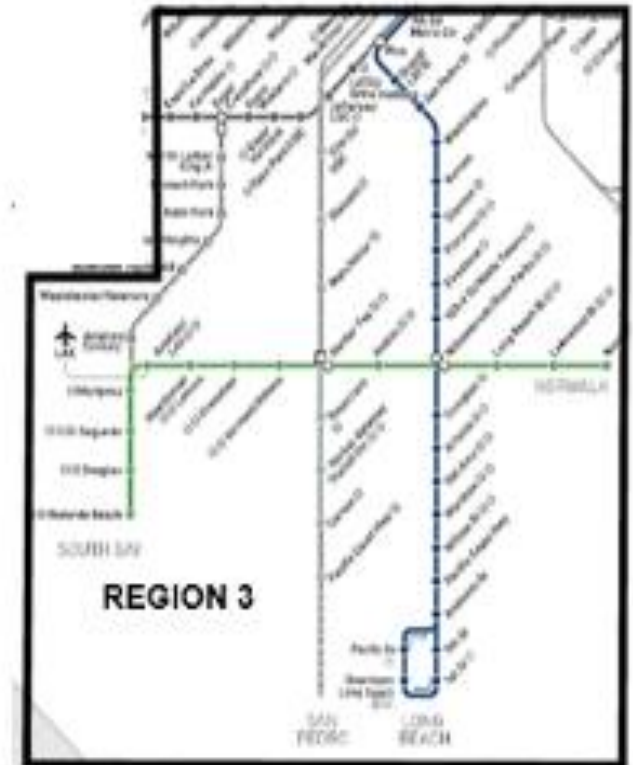
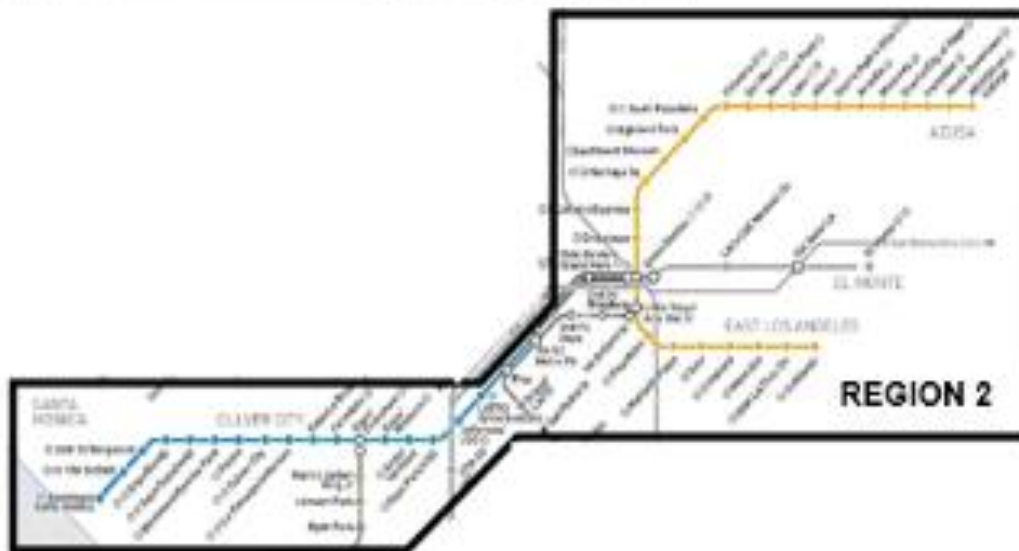
Existing 4 Regions - Combined Services Contracts

Region 1	Region 2	Region 3	Region 4
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

New 3 Regions - Service Specific Contracts

Region 1	Region 2	Region 3
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

New & Improved Service Specific Maintenance Contracts



New & Improved Service Specific Maintenance Contracts

The Three (3) Regions Contracts offer

- Moderately sized service areas, improving maintenance oversight and service delivery
- Enhanced service levels & staffing resources based on site specific needs and accessibility, in compliance with Metro's safety and operations requirements

Service specific Contracts ensure providing

- Quality maintenance through a dedicated service specific experienced staff
- Streamlined processes monitoring applicable job classifications & wages while eliminating cross functional staffing issues
- Cost effective maintenance to be performed by experienced service specific prime and subcontractors, away from excessive general contracting fees

New & Improved Service Specific Maintenance Contracts

Expanded opportunities for competition & small business participation

Existing 4 Regions Combined Services Contracts		New 3 Regions Service Specific Contracts	
SBE	DVBE	SBE	DVBE
22%	3%	24%	3%
Mandatory	Required with Evidence for GFE	Mandatory	
25%		27%	
Total of four (4) subcontractors		Total of six (6) subcontractors	
<ul style="list-style-type: none"> ✓ BJAG ✓ Far East Landscape & Maint. ✓ BriteWorks ✓ IECLT, Inc. 		<ul style="list-style-type: none"> ✓ BJAG ✓ Far East Landscape & Maint. ✓ Briteworks ✓ IECLT, Inc. ✓ Bread & Water LLC - New ✓ ACME Manpower - New 	

Procurement Actions

- Outreach event was conducted with approximately 26 participating firms
- Request for Proposal (RFP)
- Proposals may be submitted for one or more regions, in separate packages
- Metro may award contracts to one or more proposers:
 - ✓ Proposals that meet the requirements
 - ✓ Most advantageous to Metro
- **Evaluation Criteria:**

✓ Qualifications of the firm/team	15 Points
✓ Qualifications and experience of key personnel	20 Points
✓ Management plan/approach	35 Points
✓ Cost proposal	30 Points
- Technical evaluation overall scores reflect a clear difference among proposers, specifically for the Management Plan/Approach criteria

Procurement Actions

Proposals received per the following:

Regions	Graffiti Abatement	Landscape & Irrigation	Trash & Overgrown Vegetation Removal
Region 1	Parkwood Urban Graffiti Woods	Far East Parkwood Woods	Urban Graffiti Parkwood Woods
Region 2	Parkwood Urban Graffiti Woods	Far East Parkwood Woods	Parkwood Woods
Region 3	Parkwood Urban Graffiti Woods	Far East Parkwood Woods	Parkwood Woods
Total proposals received per service Type	9	9	7

Recommended Awards

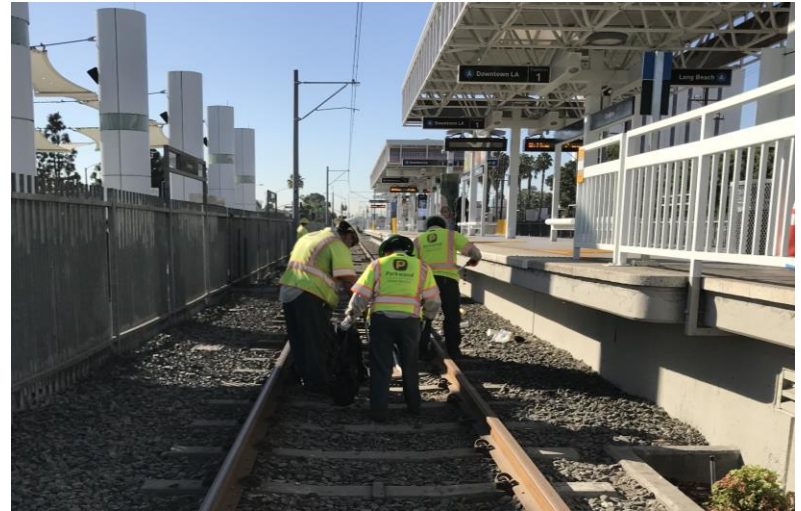
Recommended Awards	Graffiti Abatement	Landscape & Irrigation	Trash & Overgrown Vegetation Removal
Region 1	Woods	Parkwood	Woods
Region 2		Woods	
Region 3			

<u>Total Five (5) Year Value</u> Existing 4 Regions Combined Services Contracts	<u>Total Five (5) Year Value</u> New 3 Regions Service Specific Contracts
\$113,141,243.39	\$95,439,199
Cost Savings of ~16%, for a total of \$17.7 million	

Highlights of Contracted Maintenance Services



Woods



Parkwood

